TeamQuest Performance Software is capable of collecting performance data from a wide variety of applications, middleware, databases, operating systems, hypervisors and other IT components. Unlike many competitors, TeamQuest includes all of the data collection capabilities with our software. Two exceptions are the EMC and Network data collectors, which are packaged separately.

Our data collection mechanisms use the most efficient means available to gather the most comprehensive, accurate, and up-to-date measurements possible. We partner with vendors to determine which data is important to collect and how to efficiently collect it, so the collection method varies from platform to platform. Unlike many competitors, TeamQuest avoids using command line utilities or scripts (such as sar) to gather key performance data, keeping our collection as efficient and timely as possible.

Agentless Data Collection

When people say "agentless" data collection they refer to a situation where there is no need to install collection software on the infrastructure being measured, likely because the collection mechanism is built into the infrastructure and can be accessed remotely.

Much of the time when measuring operating systems you have to sacrifice detail to use agentless collection. TeamQuest Performance Software needs detailed OS performance data for the kind of serious problem solving and analysis capabilities it provides. Therefore, TeamQuest OS data collectors are largely implemented using very efficient agent-based technology.

TeamQuest Performance Software does permit an agentless approach from a number of non-operating system infrastructure components. Examples of IT components for which TeamQuest allows an agentless approach include:

- DB2 UDB
- Oracle
- Sybase
- VMware ESX and ESXi hypervisors*

* You may wish to install data collection software on guests to obtain detailed performance data for analyzing the applications running there.

Virtualized Environments

Virtualization software vendors often offer performance tools that are "good enough" for their own environment. Such tools generally fall short of what you need for rapid problem solving or for precise business or IT service-based analysis and reporting. TeamQuest Performance Software fills that

need and does it for all of your virtualized environments:

IBM PowerVM (including LPARs and WPARs)

Solaris (including Containers, Zones, LDOMs)

VMware ESX and ESXi

Operating System

Analyze performance statistics on global operating system and process activity. This data allows you to get an overall view of how your servers are performing so you can identify problem areas effectively and determine how much of the overall capacity is being utilized. You need this for SLA monitoring, planning, and problem resolution.

CPU	Buffers
I/O	File Access
Disk Space	Load Average
Memory	Paging
NSF	Queues
RPC	TTY
Swap	Tables
System Call	Processes
TCP	Hardware Inventory
Workload	System Log

Process Information

TeamQuest provides you with 100% of the process information occurring on the system. In general, TeamQuest operating system performance agents collect data at regular, user-defined intervals,
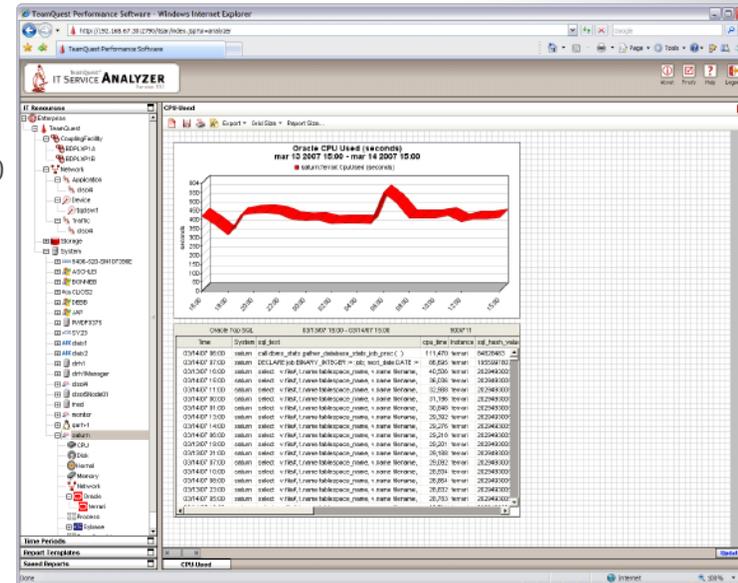
This report shows hourly CPU utilization by various services running on the system.

but another agent captures process information that occurs between those intervals. This agent automatically uses process accounting when it is available on the system to account for processes that start and/or stop between the regularly scheduled sample intervals. No information is lost, and the overhead used to do this is insignificant.

This data allows you to understand from an IT service prospective how your systems are being utilized, useful for functions such as chargeback or anticipating the impacts of growth within business units. This data also helps you identify and resolve issues that are impacting your ability to comply with SLA requirements.

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Databases

Track CPU, I/O and memory usage by individual user sessions, and uncover disk capacity and I/O utilization for individual data files to find and resolve bottlenecks before they become serious. Ensure database objects do not exceed available capacity.

This data allows you to identify issues within the database itself that are impacting your ability to meet SLA requirements. This data also allows you to drill down into the database layer of multi-tiered applications.

DB2 UDB
Application Statistics
Bufferpool Statistics
Database Configuration Statistics
Database Statistics
Database Status Statistics
Instance Configuration Statistics
Instance Statistics
Instance Status Statistics
Table Statistics
Tablespace Statistics

Oracle
Alert Log Statistics
Block Contention Wait Statistics
Datafile Capacity Statistics
Datafile IO Statistics
Instance Alarm Statistics
Latch Statistics
Library Cache Statistics
Listener Alarm Statistics

Sybase ASE
Performance Statistics
Active SQL Statistics
Configuration Statistics
Database Detail Statistics
Database Summary Statistics
Device Detail Statistics
Engine Detail Statistics
Lock Detail Statistics
Process Statistics
Process Waits Statistics
System Waits Statistics

SQL Server
Access Methods
Buffer Manager
Cache Manager
Databases
General Statistics
Latches
Locks
Memory Manager
SQL Statistics
User Settable

Web Servers

Read NCSA Common or Combined Log Formats, W3C Extended Log Format, and Microsoft IIS Log Format, Analyze performance using data such as throughput, connections per second, errors per second, file transfer sizes, and request times.
File Types
Request Types
Response Codes
Summary
Transfer Sizes
File Accesses
Active Server Pages
FTP Service
HTTP Indexing Service
Internet Information Services Global
SMTP NTFS Store Driver
SMTP Server Web Service
Microsoft Exchange Server
Keep your mail server running smoothly by analyzing statistics such as work queue length and messages delivered per minute.
MSExchange DS
MSExchange ES
MSExchange IMC
MSExchange Public
MSExchange (Mailbox)
MSExchange Internet Protocols
MSExchange MTA
MSExchange MTA Connections
MSExchange WEB

Network

Analyze response time by watching traffic on your network, incorporate selected data within your performance database using SNMP.
Multi-tiered Response Time
Application Load
Packet Activity
Transfer Amounts
Error Rates

EMC Symmetrix

Augment system-level storage data with detailed EMC Symmetrix performance data to better manage the performance of a storage system that is shared by multiple hosts.
Disk
Device
Physical Device
Port

User Agent

The TeamQuest User Agent allows you to define agents to collect data on business processes, equipment, and applications unique to your site, and much more. User agents allow for a non-intrusive detailed analysis from custom sources. Data gathered by user agents is stored and analyzed along with other performance data. User agents are simple to define.

TeamQuest user agents provide an effective way to combine business related data with technical data so you can better understand the impact of these processes have on each other. Thus resulting in more business-aligned analysis and reporting.

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Check with your TeamQuest representative for the latest information regarding supported platforms and versions.